



Date of Policy

Policy Renewal date

Date ratified

## Privacy Policy

Age UK Buckinghamshire is committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who contact us, the conditions under which we may disclose it to others and how we keep it secure.

### How do we collect information from you?

We obtain information about you when you contact us for help or information, volunteer for us, if you make a donation, or if you register to receive our Engage magazine.

### What type of information is collected from you?

The personal information we collect might include your name, address, age, contact telephone number and email address.

### How is your information used?

We may use your information to:

- process a donation that you have made;
- deal with entries into a competition;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you a copy of our magazine Engage

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us.

### Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

**Agents working on our behalf:** We may pass your information to our third party commercial agents (e.g. Help in the Home, Gardening) when you have requested that they provide a service to you on our behalf.

## **Security of Information**

All information sent to a third party electronically (e.g. a Commercial Service Agent) will be password encrypted.

Your information will be stored in a locked cupboard or drawer.

## **How you can access and update your information**

The accuracy of your information is important to us. if you change email address, or any of the other information we hold is inaccurate or out of date, please contact us.